

Project Management, IT, Policy, Governance, Administration | Analyst, Coordinator

Proven professional with increasingly progressive experience managing multiple projects from the planning, execution and closing stages. 10+ years of experience providing advanced administrative, analytical, technical and managerial support. Demonstrated ability to communicate and coordinate project activities including managing the day to day progress of project plan with internal and external business teams. Experienced in operations including front and back office support, working with internal teams and external vendors, virtual teams as well as global teams and partners. Known as a resourceful front-line leader who possesses great attention to detail and a keen ability to oversee comprehensive project tasks with assurance of successful client deliverables. Ability to own project definition, scope monitoring, and scheduling at all levels. Seeking a direct-hire or remote position with a progressive organization.

BRIEF OVERVIEW OF CORE COMPETENCIES

Program, Project Management, Analyst | Governance, Planning, Coordination & Scheduling | Process Development
Budget to Actual Analysis | Data, Performance Metrics & Status Reporting | Risk Management
Agile and Waterfall Methodologies | Documentation, Data & Analysis | IT, Technologies

PROFESSIONAL EXPERIENCE

XXXXXX XXXXXX, Atlanta, GA

Jun`18 - Present

PROJECT COORDINATOR / PROJECT MANAGER 1 (Contractor)

➤ Supports two project managers on four projects for this energy utility company and electric, natural gas, nuclear and telecommunications subsidiaries.

Direct Project Management Contributions:

- Software/Application Development Project: Implementation of a new reporting solution as part of an enterprise solution migration program with a total value of \$92M.
- Multiple-Year Infrastructure Projects: A network project to upgrade the current meter system to an advanced metering Infrastructure (AMI) with an estimated budget of \$200K. Replacement of aging fiber network with new underground fiber throughout Georgia with an estimated budget of over \$25M.
- Serves as a resource to program and project managers; collaborates with internal teams, vendors and contractors.
- Highly involved in the development and upkeep of schedules, cost tracking, collecting and analyzing project information to determine project status and risk items; communicates issues to project manager.
- Manages low-risk projects and processes to achieve clearly defined time, budget, and project objectives constraints.
- Drafts status reports and meeting minutes and maintains documentation on Project SharePoint Sites.
- Ensures project/program information is up-to-date and accurate in the Project Portfolio Management

XXXXXX XXXXX, Enterprise Information Technology, Atlanta, GA

Apr`17 - Jun`18

TECHNICAL PROJECT ANALYST / BUSINESS SYSTEMS CONSULTANT (Contractor)

Program Management Office, Center of Excellence

➤ Delivered operational and technical support to the PMO and Technology Resource Optimization (TRO) program within Enterprise Global Services (ESG). Partnered with EGS team members, Project Managers, Process Managers and Wells Fargo lines of business to provide transition management services.

Key Collaboration & Project Management Contributions:

- Analyzed business operations, processes and tools, and developed solutions in collaboration with business partners.
- Advised and educated Technology Managers on the EGS transition process and determined methodology.
- Performed intake, reviewed, and defined/assessed scope and processes ensuring compliance with established guidelines and project methodologies to meet scheduled timelines. Researched previous transitions and applied precedent to new transition resulting in reduced time, cost, and risk.
- Coordinated project reviews with the Global Delivery Risk (GDR) team, determined risk levels, documented findings, and obtained approvals.
- Collaborated with business process owners, technical project managers, vendor compliance and contract governance teams to remove barriers and determine next steps to push projects to completion. Identified stakeholders.
- Continuously tracked and reported project progress and status and coordinated meetings and conference calls.

Wells Fargo, Enterprise Information Technology, Atlanta, GA

Sep`16 - Apr`17

BUSINESS PROCESS ANALYST / BUSINESS SYSTEMS CONSULTANT (Contractor)

➤ Provided process analysis and support to Process Managers and Information Technology Service Management (ITSM).

Key Process & Business Systems Contributions:

- Supported ITIL Service Management process improvement across Enterprise Information Technology (EIT).
- Developed, designed, and implemented Continual Process Improvement metrics and reporting strategies.
- Coordinated meetings and communications, managed Continual Service Improvement (CSI) Register intake and review process, documented policies and procedures, and developed risk management plan.
- Monitored and tracked project plan and risk mediation efforts and reported progress.
- Administered SharePoint team sites, developed and maintained SharePoint lists and libraries.

Gulfstream Aerospace Corporation, Savannah, GA

Oct`14 - Dec`15

PROJECT COORDINATOR (Contractor), Office of Business Technologies, IT Project Management Office

➤ Responsible as the administrative and management support to PMO, Directors, Managers and colleagues.

Key Project Management & Tracking Contributions:

- Administered and maintained project management database (PPM), Livelink document libraries, project management and earned value management (EVM) tools and dashboards.
- Tracked projects within the enterprise IT portfolio, analyzed performance and reported progress, monitored project plans and maintained plans within PPM using Agile and Waterfall methodologies. Extracted project data from PPM and Business Objects to develop reports, presentations, charts and graphs.
- Managed SharePoint PMO team sites, established accounts, set user rights and permissions, and created SharePoint lists and libraries. Trained users on the use of SharePoint, PPM and Livelink.
- Scheduled meetings, recorded and distributed meeting minutes, and tracked and reported on action items.

XXXXXXXX, Department of Information Technology, Durham, NC

May`13 - Dec`13

DOCUMENT MANAGEMENT SPECIALIST (Contractor)

➤ Supported the Director of Product Development, IT Project Managers and business owners.

Key Analysis & Data Collection Contributions:

- Communicated and collaborated with internal customers to analyze information needs and functional requirements.
- Coordinated WebEx team meetings, recorded meeting minutes, provided daily status updates, and reported progress.
- Collected and analyzed data, assigned metadata, coordinated and prepared for data and document migrations.
- Facilitated customer review and approval and monitored quality of finished products. Evaluated document management systems, managed document downloads to FTP portal and client reviews.

EARLY CAREER EXPERIENCES

MANAGEMENT ANALYST (Contractor), XXXXXX XXXXXX

Sept`10 - Mar`13

Office of Program Evaluation & Performance

TASK LEAD ANALYST (Contractor), XXXXXXXXXXXXXXXXXXXX XXXXXXXX, Arlington, VA

Aug`08 - Sep`10

Grants Program

PROJECT MANAGEMENT ANALYST (Contractor), XXXXXXX XXXXX

Aug`07 - Jun`08

Office of XXXX XXXXXX XXXXX,

EDUCATION, TRAINING & DEVELOPMENT

MBA, Project Management (In-Progress), Florida Institute of Technology, Melbourne, FL

Master of Public Policy, Strategic Management & Business-Government Relations,

XXXXXXXXXX, Washington, DC

Bachelor of Arts, Psychology & Sociology, Maryville University of St. Louis, St. Louis, MO

SharePoint Team Sites Site Collection Administrator (SCA); ITIL 2011 Edition Foundation Courses;

Business Analysis & Process Modeling; SharePoint 2010; Continual Service Improvement

TECHNICAL SKILLS

HP Project and Portfolio Management (PPM) Center, Planview, SharePoint, SAP, Business Objects, ITIL, Livelink, Office 365, MS Word/Excel/PowerPoint/Outlook/Project/Access/Visio/Lync/Teams, Lotus Notes, OneNote, IBM Sametime, FileMaker Pro, Documentum, Adobe Acrobat Pro, Skype for Business, WebEx, GoToMeeting, GovTrip, ProductPlan, PowerPlan